

SFA Financial Transformation Program Biweekly Status Report Package

Period ending April 28, 2000

I. Status Provided

Status Provided	Projects	Team Lead	Comments
	Financial Partners Process Reengineering		
✓	GA/Lender Payment Process	Frank Ramos	
✓	Oversight and Technical Assistance	Ann Marie Cimino	
✓	Policy and Analysis	Ron Streets	
✓	Contract Management	Anna Allen	
	Financial Partners Process Reengineering		
✓	Enhanced Ptr. Relationship Mgmt. (CRM)	Linda Stoddard	
✓	Voluntary Flexible Agreements	Cameron Ishaq	
	Regulatory Process Improvements	Jack Reynolds	
	Default Reduction Incentives	Jack Reynolds	
✓	Enhanced Monitoring of Financial Partners	Katrina Turner	
	Enabling Technology for Financial Partners		
N/A	Web Portals for Financial Partners	Mike Duffin	Project start date is Jan 2001
	Common Third Party Interfacing	Jack Reynolds	
✓	Document Workflow Management	Courtland Smith	
✓	Data Warehouse for Financial Partners	Courtland Smith	
	Employee Transformation		
✓	Employee Transformation	Barry Morrow	
	Enhanced Service Delivery for FP		
N/A	Expanded FAFSA to Trading Ptr. Websites	Barry Morrow	Not Started
✓	Pilot Electronic Certification	Calvin Whitaker	
✓	E-Commerce Data Exchange (Form 2000)	Frank Ramos	

II. Program Highlights

III. Program Summary

- Accomplishments/Results
- Plans for the Period

IV. Issues Log Summary

V. Schedule of Key Meetings

VI. Deliverable Tracking Report

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II. Program Highlights

Visioning Workshops

Barry Morrow and the Financial Partners (FP) direct reports conducted the first round of sessions designed to set the strategic direction for FP Transformation effort. During the sessions, Barry and his team considered the strategic intent, the goals of Financial Partners internally and externally, and their position along several key transformation continuums. The group also identified barriers to transformation and ways to overcome those barriers. Steve Shane and Eileen Bedell from Andersen Consulting attended along with other members of the Financial Partners Transformation team. The next round of sessions is scheduled for May 4, 2000, during which time the group will confirm the Vision and Mission statement for the Financial Partners Channel.

Process Reengineering Workshops – Current Environment Review

The reengineering team held sessions over the past two weeks to review the current FP core business environment. Involvement from both FP regional and headquarter staff has been key to the success of this effort. The current environment information will be a critical input for comparing FP with industry best practices as we drive toward a “best in business” model within the channel.

Project Management Approach

The project management approach and templates were formally discussed with team leads during the past two weeks. Through weekly meetings, team leads and facilitators have worked together in developing and utilizing workplans, issue logs, action items lists, and status reports. In addition, the team leads and facilitators have worked together in defining and confirming project scope and deliverables.

Status Report Package

The Status Report Package has been developed and will be presented to Barry Morrow on a biweekly basis. The Status Report Package, which is comprised of a critical status and issues, is the major vehicle for communicating the progress of the Financial Partners Transformation effort. The Package a summary status by FP Project, urgent and high priority issues, and a deliverable tracking report.

Upcoming Deliverables

Now that the FP effort is successfully underway, two key deliverables are expected over the next two weeks. First, the Initial Project Management plan which provides an initial package of methods and material that documents project management principles and tools will be completed by Monday, May 15, 2000. Second, the Process Reengineering Current Environment Assessment is also due by Monday, May 15, 2000. This highlights GA/Lender payment, Oversight and Technical Analysis, Policy and Analysis, and Contract Management functions. Because these deliverables are critical to the success of the FPT effort, the deliverables will go through a review and approval process with Barry Morrow and his direct reports.

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III. Program Summary

Accomplishments and Results	Plans for the Next Period
Financial Partners Transformation Program	
<ul style="list-style-type: none">• Drafted executive summary for FPT Program• Revised Program Plan• Implemented project management approach• Developed and distributed workplan template• Drafted and distributed Deliverable Tracking Report• Conducted weekly team lead meetings	<ul style="list-style-type: none">• Work with team leads to customize and finalize their workplans• Work with team leads on reporting accurate and informative status• Refine use of project management tools• Finalize project management deliverable
GA / Lender Payment Process	
<ul style="list-style-type: none">• Reviewed project management approach• Gathered information on current environment and prepared material for reengineering workshop• Participated in current environment review	<ul style="list-style-type: none">• Gather additional information (cost data) on current environment• Begin gathering information of “to be” environment for reengineering option workshop• Attend visioning workshop
Oversight and Technical Assistance	
<ul style="list-style-type: none">• Finalized current environment information• Discussed what constitutes risk with team• Discussed planned face to face meeting for reengineering workshop to be held in NY with Deb Malone (5/10) and Solutions workshop (6/12)	<ul style="list-style-type: none">• Continue reviewing where ED is at risk (dollars) to determine where Financial Partners should be.
Policy and Analysis	
<ul style="list-style-type: none">• Contacted team members to explain vision, ask for comments, ideas, and questions• Met with Chris and Barry to confirm project scope• Participated in current environment workshop• Participated in current environment workshop review with SFA Program Development Staff• Met with facilitator to establish weekly touchpoint, review status report, and discuss workplan	<ul style="list-style-type: none">• Participate and prepare material for reengineering option workshop• Conduct team meeting to provide update of previous week meetings
Contract Management	
<ul style="list-style-type: none">• Met with facilitator to establish standard touchpoint meetings, review status report, and review workplan• Reviewed team charter• Participated in current environment workshop• Participated in current environment workshop review• Scheduled meeting with team members to confirm scope of Statement of Work	<ul style="list-style-type: none">• Review Statement of Work with team• Participate in Reengineering Options Workshop• Participate in Visioning Sessions

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III. Program Summary (continued)

Accomplishments and Results	Plans for the Next Period
Enhanced Partner Relationship Management (CRM)	
<ul style="list-style-type: none"> • Held first lender focus conference call (4/17) • Gathered information on current environment • Sent e-mail dated 4/25/00 to all lender focus group members asking for their availability for next week. • Contacted Reynolds, Cimino and Ishaq to provide an understanding of where the team is and requested their concurrence or update. • Inquired about everyone's availability to meet concurrent with NCHELP 6/4-7 in Long Beach. Sent e-mail 4/25. As of 4/27, have not received response from Reynolds or Ishaq (he's on travel). 	<ul style="list-style-type: none"> • Ann Marie to set up/conduct conference call (depending on member responses) while Linda Stoddard is on vacation. Hold second lender focus group conference call to share ideas and to see if everyone will be available to meet at NCHELP, Long Beach.
Voluntary Flexible Agreements	
<ul style="list-style-type: none"> • Established weekly touchpoint meetings with facilitator • Began sketching team charter • Began brainstorming process for PMO approach 	<ul style="list-style-type: none"> • Meet with Frank Holleman to determine next steps • Take first steps at workplan and team approach
Regulatory Process Improvements	
<ul style="list-style-type: none"> • No Status Report 	
Default Reduction Incentives	
<ul style="list-style-type: none"> • No Status Report 	
Enhanced Monitoring of Financial Partners	
<ul style="list-style-type: none"> • Established standard weekly touchpoint meetings • Reviewed team charter • Reviewed Project Management approach • Assigned tasks to team members 	<ul style="list-style-type: none"> • Schedule meeting to discuss status of assignments • Gather information on current best in business practices • Schedule interim material due dates
Web Portals for Financial Partners	
<ul style="list-style-type: none"> • Project Start Date is Jan. 2001 	
Common Third Party (Middleware)	
<ul style="list-style-type: none"> • No Status Report 	

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III. Program Summary (continued)

Accomplishments and Results		Plans for the Next Period	
Document / Workflow Management			
<ul style="list-style-type: none">Met with facilitator to establish touchpoint meetings and discuss project approachFinalized team charterDrafted workplanConducted team meeting to finalize and communicate requirement gathering techniqueAssigned requirement gathering tasksEstablished date and time for weekly team meetings		<ul style="list-style-type: none">Meet with facilitator to finalize workplanConduct team meeting to track progress of requirements gatheringReview document list with teamAttend cross-channel workgroup session (CIO/DSG)	
Data Warehouse for Financial Partners			
<ul style="list-style-type: none">Drafted team charterMet with facilitator to establish weekly touchpoints and to review team charterRecruited team members		<ul style="list-style-type: none">Establish date and time for weekly team meetingsMeet with facilitator to work on workplanFinalize Data Warehousing team.Finalize Team Charter and scope.Attend Data Warehousing meeting with Barry/CIOParticipate in Data Warehousing cross-channel kick-off	
Employee Transformation			
<ul style="list-style-type: none">Conducted first round of visioning workshops with Barry and direct reportsFinalized workplanPlanned and conducted Visioning Sessions for GM and DirectorsDetermined approach for Change Readiness Survey		<ul style="list-style-type: none">Select and develop tool for Change Readiness SurveyIdentify team for Employee TransformationConduct follow-Up Visioning SessionResearch best practices for performance-based organizations	
Expanded FAFSA to Trading Partners			
<ul style="list-style-type: none">Project Not Started			
Pilot Electronic Certification			
<ul style="list-style-type: none">Established weekly touchpoint meetings with facilitatorE-mailed A. Boots, J. Newell, and C. Coleman to obtain background informationMet with A. Boots to see new presentation of new ideaReceived copy of NY HESC proposalMet with Barry, CIO and Andersen Consulting to review A. Boots's presentation and scopeReviewed project management approach		<ul style="list-style-type: none">E-mail A. Boots with questions and concerns about proposed solutionResearch and gather information on current process involving the Promissary Note for GA/Lender/SchoolsSet up meeting with Barry to discuss Andy's responses and Financial Partner's direction on project	

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III. Program Summary (continued)

Accomplishments and Results		Plans for the Next Period	
E-commerce Data Exchange (Form 2000)			
<ul style="list-style-type: none">Established weekly touchpoint meetings with facilitatorReviewed team charterAttended meeting with CFO, CIO, and ORACLE to discuss 10/1 implementation of Form2000Planned and participated in meeting with NACHA to discuss Form2000 status and redesign of 799-attendance: @50Continued to define Form2000 data requirements for ORACLE		<ul style="list-style-type: none">Plan and schedule 799 kick-off meetingParticipate in ORACLE meetingsCoordinate issues resolution with NACHA workgroup	

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IV. Issues Log Summary

	DATE LOGGED	ISSUE DESCRIPTION	IMPACT	PRIORITY	ASSIGNED TO	STATUS	RESOLVE DATE	ACTION REQ'D/ RESOLUTION
1.	4/19/00	(Pilot Electronic Certification) Need scope issue resolved and initiative clarification.	Initiative may be delayed; Need agreement within SFA	High	B. Morrow	Open		Met with Barry and Andy Boots on 04/24. Gathering more information.
2.	4/19/00	(Enhanced Ptr. Relationship Mgt.) Need to identify GA's to be represented on GA focus group based on NCHELP recommendations.	GA focus group progress cannot be made until team is identified.	High	J.Reynolds	Open		Working with Kristy Hansen to identify GA Lender focus group members.
3.	04/20/00	(Voluntary Flexible Agreements) Declare SFA independence on VFA decisions; detail workflow b/w Dept. and SFA on VFA negotiations.		High	C. Ishaq	Open		Meet with Frank Holleman; VFA issues
4.	4/26/00	(Data Warehouse for FP) Determine the links between the FP and SFA Data Warehouse Funding Request. Need to understand whether the FP request should stand-alone or should it be included in the overall SFA data warehousing initiative.	Funding	High	C. Smith B. Morrow	Open		CIO will brief on the data warehousing initiative on 5/01/00.

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V. Schedule of Key Meetings

Program Meetings:	Date:	Time:
Team Lead Meeting	Wed. - 5/03/00	1:00 p.m.
Project Meetings:	Date:	Time:
Contract Management Reengineering Options Workshop	Mon. - 5/01/00	11 a.m. – 3 p.m.
Data Warehouse meeting with Barry and CIO	Mon. - 5/01/00	11:30 a.m.
Electronic Certification Meeting with Barry Morrow	Mon. - 5/01/00	11:30 a.m.
E-commerce (Form 2000) – ORACLE Meeting	Mon. - 5/01/00	2 p.m. – 4 p.m.
GA/Lender Reengineering Workshop	Tues - 5/02/00	1 p.m. – 3 p.m.
Document/Workflow Management Team Meeting	Tues. – 5/02/00	1:00 p.m.
Policy and Analysis Reengineering Workshop	Wed. - 5/03/00	8:30 a.m. –12:30 p.m.
Oversight and Technical Assistance team meeting conference call	Wed. – 5/03/00	12:30 p.m.
E-commerce (Form 2000) – ORACLE Meeting	Wed. - 5/03/00	2 p.m. – 4 p.m.
Data Warehousing cross-channel kick-off Meeting	Thurs. - 5/04/00	1:00 p.m.
FP Visioning Follow-up Session	Thurs. - 5/04/00	1 p.m. – 4 p.m.
E-commerce (Form 2000) - NACHA—Form2000/799	Wed. - 5/10/00	TBD
Oversight and Technical Assistance Reengineering Workshop	Wed. - 5/10/00	TBD
Contract Management Standing Team Meeting	TBD	TBD
Enhanced Monitoring of FP – lender focus group Conference Call	TBD	TBD
GA/Lender Standing Team Meeting	TBD	TBD
Policy and Analysis Team Meeting	TBD	TBD

VI. Deliverable Tracking Report

See attached Deliverable Tracking Report